

The Story of CCAC



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- A Short History of CCAC
- CCAC Operational Model
- CCAC Enhancements
- CCAC Contact Information and Hours of Operation
- The Benefits of CCAC
- User Satisfaction Survey 2010 Results for CCAC



A Short History of CCAC (pg 1 of 3)

Late spring CY2006 thru Summer CY2007



High Performance Computing Modernization Program (HPMCP) Received ~ \$20M Budget Reduction



- Majority of reduction addressed by the Shared Resource Centers (SRCs)* through various identified areas for efficiencies
- Major efficiency realized by Consolidating Basic Customer Services
 - Many of same customer assistance functions performed at all the SRCs
 - Eliminated need for 6 individual basic help desks
 - Served the HPCMP SRCs' customer service requirements at lower cost than currently incurred
 - "Hub" for the Consolidated Customer Assistance Center (CCAC) located at AFRL
 - Realized ~ \$2 M annually in savings for the HPCMP

* In CY2006 - CY2007, the current 6 DoD Supercomputing Resource Centers (ARL, AFRL, ARSC, ERDC, MHPCC, Navy) where 4 Major Shared Resource Centers (MSRC - ARL, ASC, ERDC, NAVO) and 2 Large Allocated Centers (ARSC, MHPCC)



A Short History of CCAC (pg 2 of 3)

Late spring CY2006 thru Summer CY2007



Centers and the HPCMPO approved Plan - 18 October 2006

- Plan developed by Cross Centers Team
 - Membership 1 or 2 reps from each of the 6 SRCs and the HPCMPO
 - AFRL (ASC at the time) had lead
 - Developed list of customer assistance functions
 - Recommended which functions *should* and *could* be consolidated
 - Reviewed best practices for customer services
 - Developed written Plan and CONOPs
- Consolidated Basic Help Desk Support
 - To all users of unclassified systems
 - Limited support to users of classified systems





A Short History of CCAC (pg 3 of 3)

Late spring CY2006 thru Summer CY2007



SRCs Transitioned to CCAC

SRC	Transition Time Frame
AFRL DSRC (ASC MSRC)	COMPLETED on Schedule 29 MAY - 12 JUN 2007
Navy DSRC (NAVO MSRC)	COMPLETED on Schedule 14 JUN - 20 JUL 2007
ERDC DSRC (ERDC MSRC)	COMPLETED on Schedule 12 JUL - 10 AUG 2007
ARL DSRC (ARL MSRC)	COMPLETED on Schedule 12 JUL - 17 AUG 2007
ARSC DSRC (ARSC)	COMPLETED on Schedule 2 JUL - 24 AUG 2007
MHPCC DSRC (MHPCC)	COMPLETED on Schedule 12 JUL - 31 AUG 2007

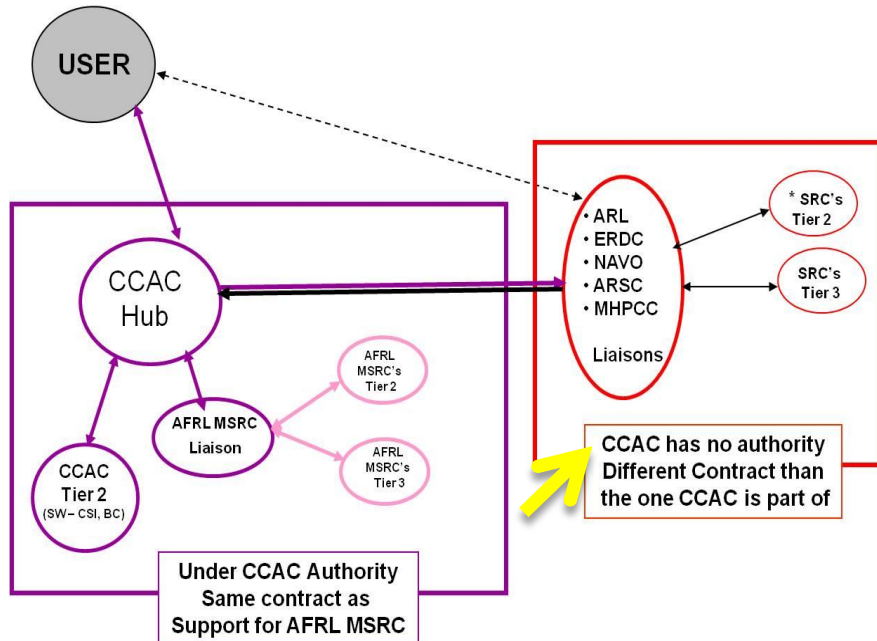
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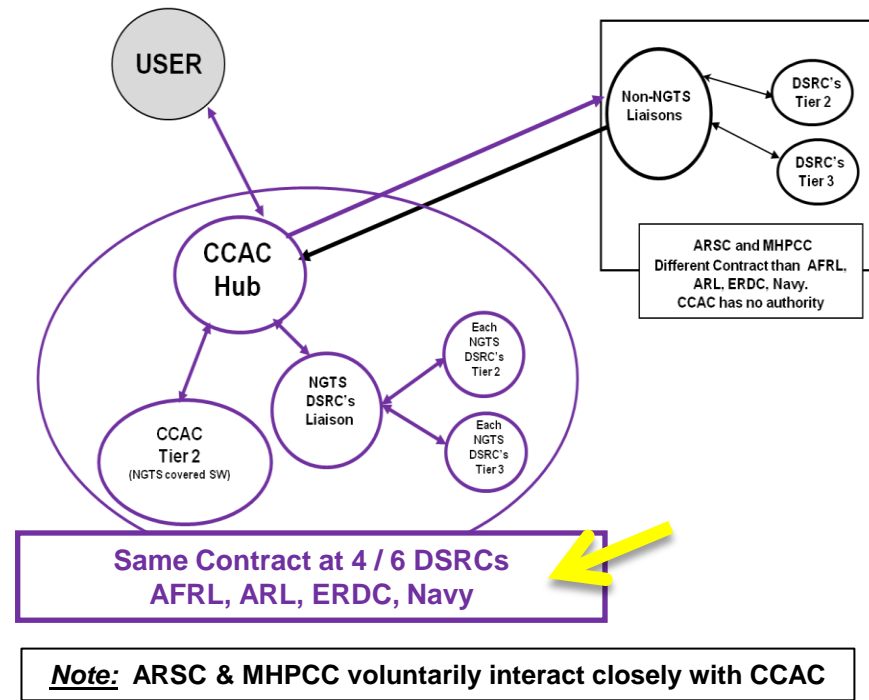
CCAC Operational Model



Aug 2007 thru May 2008



June 2008 to Present



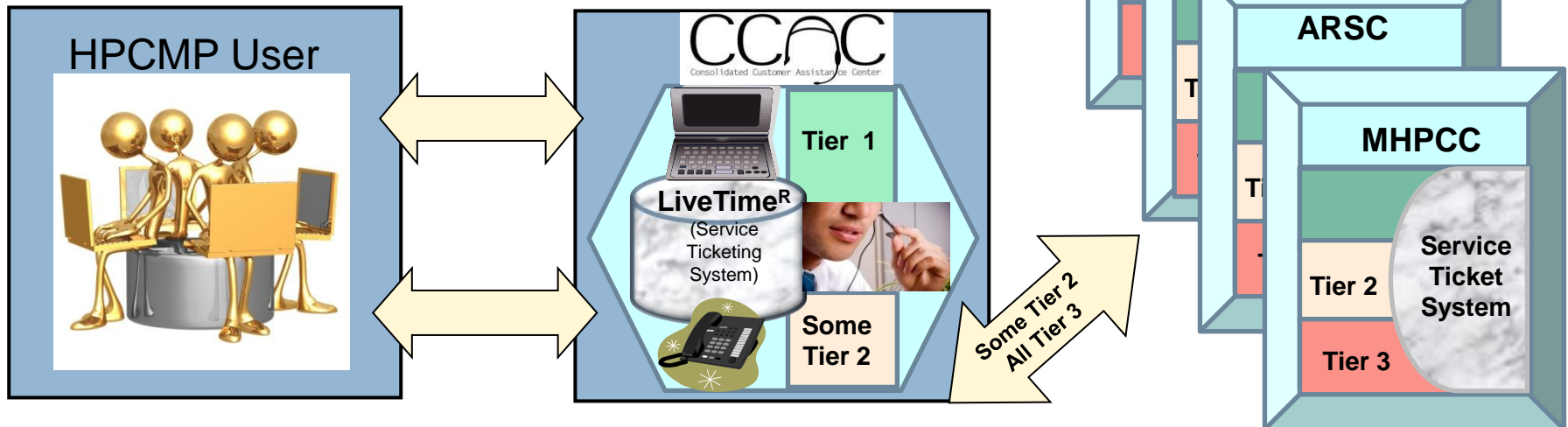


CCAC



CCAC
Consolidated Customer Assistance Center

- First Point of Contact for HPCMP User
- Telephone, email, and thru the CCAC User Portal
- Single Ticket Tracking System across all Centers
- Tier 1 and some Tier 2 support - CCAC
- Tier 2 support - Centers
- Tier 3 support - OEMs, PETTT and Centers
- Approximately 1000 service requests per month



Modified version of the slide from the HPCMPO's Program Master Brief 10/16/2009 Page-7.3



CCAC – Enhancements

Jul 2008 - May 2009



Improved Users' experience by:

- Converting all SRCs to one consolidated Ticketing System (LiveTime^R)
 - Prior to this effort, each SRC used its own, separate ticketing system
 - Consolidation achieved:
 - Quicker turn around for users
 - Consistency of ticket resolution
- Implementing an Integrated Knowledge Management system
 - Self help: Users can easily use information in system to solve some of their own problems
 - By using the Knowledge Management System, CCAC Help Desk technicians can solve problems quicker.







CCAC Contact Information & Hours of Operations




CCAC Contact Information




Emails

 help@ccac.hpc.mil
 accounts@ccac.hpc.mil



Phone

 1-877-CCAC-039 (1-877-222-2039)

Fax

 1-937-656-9538

Web

 <http://www.ccac.hpc.mil>
 <https://help.ccac.hpc.mil/>, the CCAC
User Portal Knowledge / Management System

CCAC Hours of Operation



<i>Time Zone</i>	<i>Daylight Savings Time</i>	<i>Standard Time</i>
Eastern	0800-2300	0800-2300
Central	0700-2200	0700-2200
Pacific	0500-2000	0500-2000
Alaska	0400-1900	0400-1900
Hawaii-Aleutian	0200-1700	0300-1800



Benefits



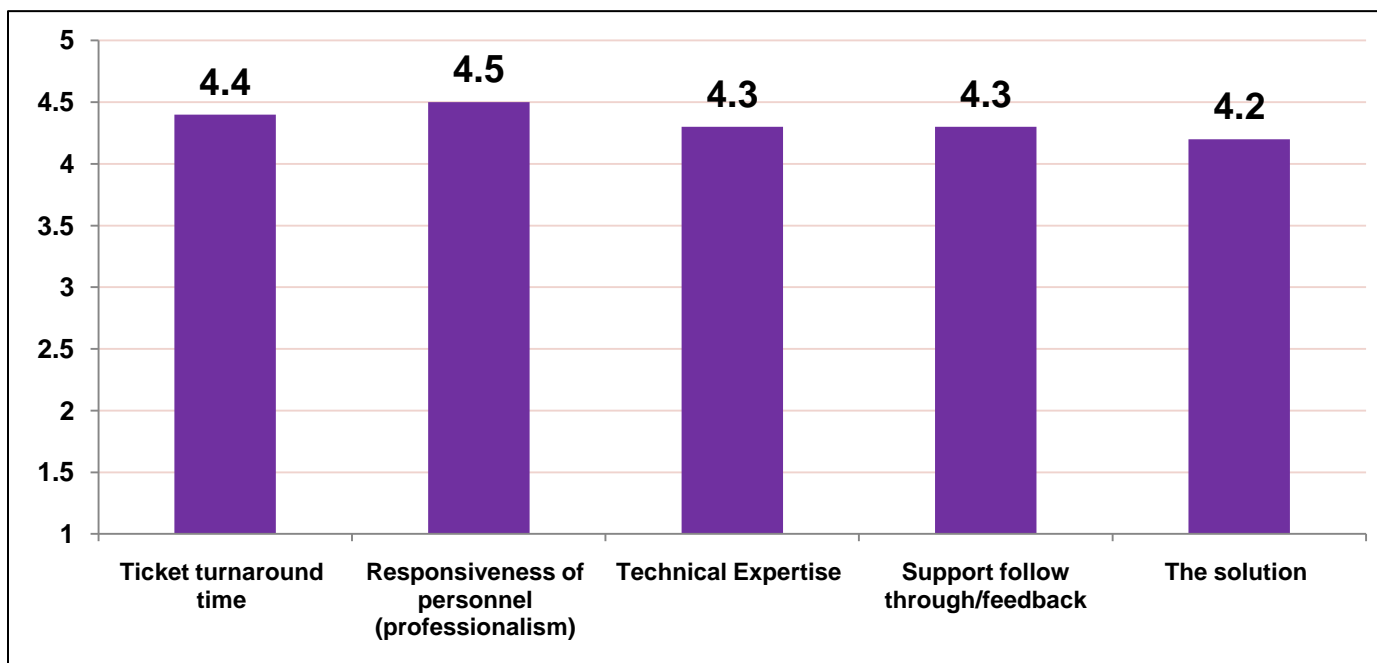
- Annually Reduces cost to the HPCMP by ~ \$2M
- Supports the Enterprise Model used by the HPCMP
- Leverages and builds up corporate knowledge for benefit of the HPCMP community
- Provides a single point-of-contact for Customer Service
- Help Desk available longer hours for majority of users
- CCAC User Portal available 24X7
- Knowledge Management System provides ability for Self-Help thru searchable Knowledge Articles
- Center specific support-personnel can concentrate their time on the more difficult problems/tickets



Customer Satisfaction Survey

Survey conducted April – May 2010

The majority of respondents were either Very Satisfied or Satisfied with CCAC.



Questions: Please rate your level of satisfaction with your help desk experience.

Range for Answers: 5 - Very Satisfied to 1 - Very Dissatisfied

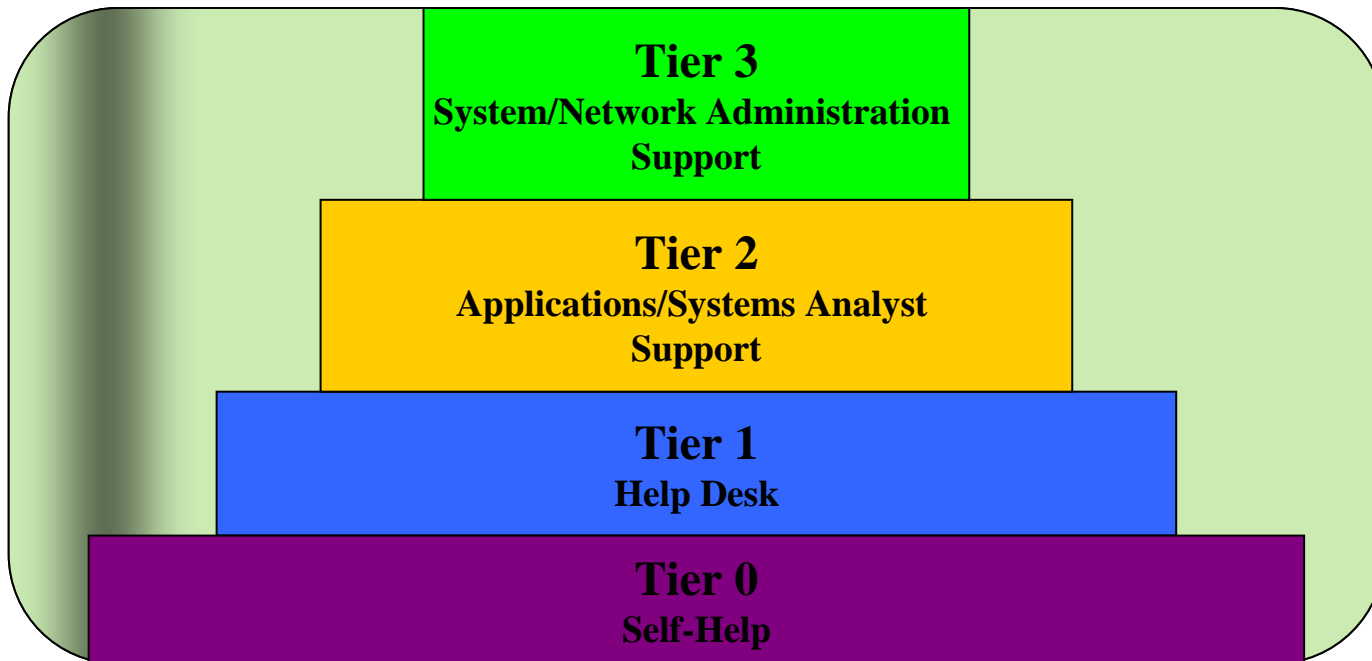
Slide from the HPCMPO's Customer Survey Results.



Back-up slides



Tier levels

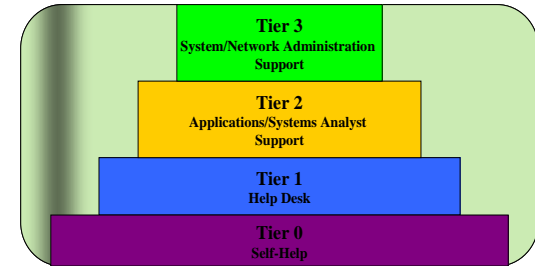




CCAC- What it is (pg 1 of 3)



- Tier 0 – Knowledge Management System; CCAC Web Helpful information
- Basic Help Desk – Tier 1 Support
 - Examples of functions covered
 - Receiving/responding to service requests
 - Initial support – attempt to resolve tickets upon first contact
 - Basic customer issues: examples; access, ftp, queuing basics, login basics
 - Basic technical support regarding optimal use of system resources
 - Monitoring system queues
 - Generating tickets
 - Categorize each service request
 - Monitoring, reviewing, and tracking ticket activities





CCAC - What it is (pg 2 of 3)



- Software Support – Tier 2

Examples of functions covered

- Provide initial assistance
e.g. basic script writing, help with compiling/linking
- Recommend software across Centers by platform type
- Shared License Server codes; Most of the Open Source Codes on Baseline Config



CCAC - What it is (pg 3 of 3)



- Accounts
 - Kerberos Account activation and maintenance for all Users
 - Assign / manage the SecurID® cards for HPCMP and Hercules Realms
 - Assign / manage H-tokens



Questions from Survey



HELP DESK AND MANAGEMENT SUPPORT

This is the Help Desk and Management Support section. ...

Have you contacted the Help Desk (CCAC) in the last 12 months?

☐ Yes

☐ No

If "yes" please rate your level of satisfaction with your help desk experience.

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Ticket turnaround time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responsiveness of personnel (professionalism)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical Expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support follow through/feedback	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The solution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide any additional comments for this section.